

WHAT IS CLAIMED IS:

1 1. A method for managing a repair process for a fault between a proactive
2 network repair system and customer service system using a repair ticketing system, the
3 method comprising:
4 detecting the fault in the proactive network repair system;
5 sending an indication of the fault to the repair ticketing system;
6 creating a repair ticket;
7 correlating one or more customers affected by the fault to the repair ticket; and
8 communicating the repair ticket and the one or more customers affected by the
9 fault to customer service system before a call is received by the one or more customers
10 affected by the fault.

1 2. The method of claim 1, wherein the video and data network comprises
2 a Digital Subscriber Line (xDSL) network.

1 3. The method of claim 1, wherein the video and data network comprises
2 a Very high bit rate DSL (VDSL) network.

1 4. The method of claim 1, wherein the proactive network repair system
2 comprises a fault management system, proactive repair system, and performance
3 management system.

1 5. The method of claim 4, further comprising communicating the repair
2 ticket to the fault management system, proactive repair system, and performance
3 management system.

1 6. The method of claim 1, further comprising sending an indication that
2 the fault is resolved to the repair ticketing system.

1 7. The method of claim 1, further comprising closing the repair ticket.

1 8. The method of claim 7, further comprising communicating the
2 resolution of the repair ticket to the customer service system and proactive network repair
3 system.

1 9. A method for managing a repair process for a fault between a fault
2 management system, proactive repair system, performance management system, and
3 customer service system using a repair ticketing system, the method comprising:
4 detecting the fault in at least one of the fault management system, proactive
5 repair system, and performance management system;
6 sending an indication of the fault to the repair ticketing system;
7 creating a repair ticket;
8 correlating a list of customers affected by the fault to the repair ticket;
9 communicating the repair ticket and the list of customers to the customer
10 service system before a call is received by a customer in the list of customers; and
11 communicating the repair ticket to the fault management system, proactive
12 repair system, and performance management system.